

STATEMENT OF WORK
Residence Generator Servicing PM
Suva Fiji

1. **INTRODUCTION.** This is a request for quote for residential generator servicing only. All quotes are due to be emailed to SuvaProcurement@state.gov no later than 12 noon local time on August 9th, 2021.
2. **PROPOSAL.** The proposal package must include all the following to be considered for this service:
 - a) Company Name
 - b) Itemized price, VAT as a separate line item
 - c) Warranty if any
3. **SCOPE OF WORK:**
 - 3.1 The Contractor shall perform the preventive maintenance as outlined in Exhibit A - SCOPE OF WORK at the Residences Listed in the Generator Inventory in the Appendix. The objective of scheduled preventive maintenance is to eliminate system malfunction, breakdown, and deterioration when units are activated/running.
 - 3.2 The US Embassy reserves the right to offer for servicing all or any or subsets of the generators in the line item.
 - 3/2 ONLY one contractor will be appointed for this service.
4. **INTENT**

Requirements in this SOW serve as a direction to the Contractor and shall perform all services in a professional standard of skill, care, and safety on the generator brand shown.

 - a. Cummins,
 - b. Caterpillar
 - c. Denyo
 - d. FJ Wilson (Perkins)

The preventive maintenance includes servicing and testing the Automatic and Manual Transfer Switches, Batteries and Chargers to be in good operational condition when the system activated.

5. TYPE OF CONTRACT

This is a firm fixed price contract payable entirely in Fijian Dollar Prices for all Contract Line-Item Numbers (CLIN) shall include proper disposal of toxic substances where applicable. No additional sums will be payable for any escalation in the cost of materials, equipment, or labor, or because of the contractor's failure to properly estimate or accurately predict the cost or difficulty of achieving the results required. The contract price will not be adjusted due to fluctuations in currency exchange rates.

6. PERIOD OF PERFORMANCE

The generator service shall start two weeks from the date the USGPO is issued to the contractor. The contractor will have 3 working days to complete each service.

7. PRICING

The rates below include all costs associated with providing preventive maintenance services in accordance with the attached scope of work, and the manufacturer's warranty including materials, labor, insurance, overhead, profit and VAT.

8. PERSONNEL, TOOLS, CONSUMABLE MATERIALS AND SUPPLIES

- 8.1.** The Contractor shall provide the services of manufacturer Caterpillar, Cummins and FJ Wilson trained qualified and certified technicians to inspect, adjust, and perform scheduled preventive maintenance.
- 8.2.** The contractor must provide all expendable parts, to include Oil, Oil Filters, Fuel Filters, Air Filters, Belts, Gaskets, Coolant, starting batteries, grease, sealant, thermostat, fuses, belts, oil, chemical, coolant and necessary consumable materials. The contractor must furnish their workers with the appropriate tools, testing equipment, safety shoes and apparel for technicians, personal protective equipment (hands, hearing, eye protection), MSDS, cleaning material and oil spill containment kits.
- 8.3.** The contractor should supply all incidental parts and material e.g., bolts, nuts, hoses, clamps, and gasket materials, etc. that is less than \$100 FJD.
- 8.4.** Disposal of used oil, fuel, battery, and other toxic substances. The Contractor is responsible for proper disposal of toxic/hazardous substances. All material shall be disposed of according to Government and Local law. After proper disposal the contractor must show proof of authorized disposal of these toxic/hazardous substances.

9. PERFORMANCE STANDARDS

The generators should always be ready to provide emergency power during normal working hours in the event of City power failure.

10. WARRANTY

- 10.1.** The warranty of the servicing is 20 hours of run time or 90 days from the end of the servicing whichever comes first.
- 10.2.** Warranty repairs shall be coordinated with designated US Embassy personnel within 2 working/ business days of the Contractor receiving notification of a warranty claim.
- 10.3.** In the event a warrant claim threatens the malfunction or shutdown of a generator the contractor shall immediately respond to the request for a warranty service.
- 10.4.** Contractor shall be responsible to correct any issues related to the repair at their own expense.

11. HOURS OF PERFORMANCE

The Contractor shall maintain work schedules. The schedules shall take into consideration the hours that the staff can effectively perform their services without placing a burden on the escort personnel. The Contractor shall deliver standard services between the hours of 08.00 AM and 05.00 PM Monday through Thursday and 08.00AM – 03.00PM on Friday. No work shall be performed on US Government and local holidays.

12. ACCESS TO USG LEASED RESIDNCES AND STANDARDS OF CONDUCT

General. The Contractor shall designate a representative who shall supervise the Contractor's technicians and be the Contractor's liaison with the American Embassy. The Contractor's employees shall be on-site only for contractual duties and not for any other business or purpose.

- 12.1.** Personnel Security. The Government reserves the right to deny access to U.S Leased Residences to any individual. The Contractor when on site should wear a company issued Photo ID.

- 12.2.** Vehicles. Company vehicle should not obstruct movement of other vehicles using the driveway. If parking is not available the company vehicle should be parked on the roadside,

- 12.3.** The contractor will have access to water and electricity on site. The contractor will have no access to toilet facilities. No storage will be provided for equipment and material.

13. STANDARDS OF CONDUCTS

- 13.1.** General. The Contractor shall maintain satisfactory standards of employee conduct, cleanliness, appearance, integrity and shall be responsible for taking such disciplinary action with respect to employees as may be necessary. The Government reserves the right to direct the Contractor to remove an employee from the worksite for failure to comply with the standards of conduct. The Contractor shall immediately replace such an employee to maintain continuity of services at no additional cost to the Government.
- 13.2.** Uniforms and Personal Equipment. The Contractor's employees shall wear clean, neat and complete uniforms when on duty. All employees shall wear uniforms approved by the Contracting Officer's Representative (COR). The Contractor shall provide, to each employee and supervisor, uniforms and personal equipment. The Contractor shall be responsible for the cost of purchasing, cleaning, pressing, and repair of the uniforms.
- 13.3.** Neglect of Duties. Neglect of duties shall not be condoned. This includes sleeping while on duty, unreasonable delays or failures to carry out assigned tasks, conducting personal affairs during duty hours and refusing to render assistance or cooperate in upholding the integrity of the worksite security.
- 13.4.** Disorderly Conduct. The Contractor shall not condone disorderly conduct, use of abusive or offensive language, quarreling, and intimidation by words, actions, or fighting. Also included is participation in disruptive activities that interfere with normal and efficient Government operations.
- 13.5.** Intoxicants and Narcotics. The Contractor shall not allow its employees while on duty to possess, sell, consume, or be under the influence of intoxicants, drugs or substances which produce similar effects.
- 13.6.** Criminal Actions. Contractor employees may be subject to criminal actions as allowed by law in certain circumstances. These circumstances include but are not limited to the following actions: falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records or concealment of material facts by willful omission from official documents or records; unauthorized use of Government property, theft, vandalism, or immoral conduct; unethical or improper use of official authority or credentials; security violations; organizing or participating in gambling in any form; and misuse of weapons.
- 13.7.** Complaints. The performance standard is that the Government receives no more than one (1) customer complaint per month. The COR shall notify the Contracting Officer of the complaints so that the Contracting Officer may take appropriate action to enforce the inspection clause (FAR 52.212-4, Contract Terms and Conditions-Commercial Items), if any of the services exceed the standard.
- 13.8.** Notice to the Government of Labor Disputes.
The Contractor shall inform the COR of any actual or potential labor dispute that is delaying or threatening to delay the timely performance of this contract.

14. SCHEDULED PREVENTIVE MAINTENANCE

- 14.1. Scope of Work.** The Contractor shall perform preventive maintenance as outlined in **Exhibit A SCOPE OF WORK**. The objective of scheduled preventive maintenance is to eliminate system malfunction, breakdown, and deterioration when units are activated/running.

15. EXCLUSION

This contract does NOT include repair of equipment and replacement of hardware (e.g. Starter, mufflers, radiator, bearings, pistons, piston rings, crankshaft, gears.) Hardware replacements will be separately priced out by the Contractor for the Government's approval and acceptance. The Government has the option to accept or reject the Contractor's quote for parts and reserves the right to obtain similar spare parts from other competitive sources. If required by the Government, the Contractor shall utilize Government-purchased spare parts, if awarded the work. Such repairs/replacements will be accomplished by a separate purchase order. However, this exclusion does not apply if the repair is to correct damage caused by Contractor negligence.

16. ELECTRONICS.

Replacement/repair of any electronic or electrical parts must be approved by the COR prior to installation of the part. If the Contractor proceeds to replace any electronic or electrical parts without COR approval, the Contractor shall de-install the parts at no cost to the Government.

17. CHECKLIST APPROVAL

- 17.1.** The Contractor shall submit to the COR a schedule and description of preventive maintenance tasks which the Contractor plans to provide. The Contractor shall prepare this schedule and task description in a checklist format for the COR's approval prior to contract work commencement.
- 17.2.** The Contractor shall provide trained technicians to perform the service at frequencies stated in Exhibit A and on the equipment called out in this SOW. The technician shall sign off on every item of the checklist and leave a copy of this signed checklist with the COR or the COR's designate after the maintenance visit.
- 17.3.** It is the responsibility of the Contractor to perform all manufacturers recommended preventive maintenance as well as preventive maintenance recommended by the manufacture technical manuals for the respective equipment.

18. DELIVERABLES

Description	QTY	Delivery Date	Deliver to
Names, biographic data, on Contractor personnel and personnel certification		5 days after contract award	COR
Certificate of Insurance		5 days after contract award	CO
Certification of disposal of toxic chemicals by local authorities		After each change	CO
Checklist signed by Contractor's		After completion of each	COR

employee		maintenance service	
Load Bank Test Report		After completion of each maintenance service	COR
Detailed Service Report		After completion of each maintenance service	COR
Laboratory report for chemical analysis		7 days after completion of each maintenance service	COR
Invoice		After completion of the maintenance service contract	COR

19. INSURANCE REQUIREMENTS

- 19.1. Personal Injury, Property Loss or Damage (Liability).** The Contractor assumes absolute responsibility and liability for any and all personal injuries or death and property damage or losses suffered due to negligence of the Contractor's personnel in the performance of this Contract. The Contractor's assumption of absolute liability is independent of any insurance policies.
- 19.2. Insurance.** The Contractor, at its own expense, shall provide and maintain during the entire period of performance of this Contract, whatever insurance is legally necessary. The contractor must carry liability insurance to cover property damage and bodily injury.
- 19.3. Worker's Compensation Insurance.** The Contractor agrees to provide all employees with worker's compensation benefits as required under local laws (see FAR 52.228-4 "Worker's Compensation and War-Hazard Insurance Overseas").

20. LOCAL LAW REGISTRATION

If the local law or decree requires that one or both parties to the contract register the contract with the designated authorities to ensure compliance with this law or decree, the entire burden of this registration shall rest upon the Contractor. Any local or other taxes which may be assessed against the Contract shall be payable by the Contractor without Government reimbursement.

21. CONDUCT AND PERFORMANCE

The COR will receive and document all complaints from Government personnel regarding the services provided. If appropriate, the COR will send the complaints to the Contractor for corrective action.

22. PROCEDURE.

- If any Government personnel observe unacceptable services, either incomplete work or required services not being performed, they should immediately contact the COR.
- The COR will complete appropriate documentation to record the complaint.
- If the COR determines the complaint is invalid, the COR will advise the complainant. The COR will retain the annotated copy of the written complaint for his/her files.
- If the COR determines the complaint is valid, the COR will inform the Contractor and give the Contractor additional time to correct the defect, if additional time is available. The COR shall determine how much time is reasonable.
- The COR shall, as a minimum, orally notify the Contractor of any valid complaints.

- f) If the Contractor disagrees with the complaint after investigation of the site and challenges the validity of the complaint, the Contractor will notify the COR. The COR will review the matter to determine the validity of the complaint.
- g) The COR will consider complaints as resolved unless notified otherwise by the complainant. Repeat customer complaints are not permitted for any services. If a repeat customer complaint is received for the same deficiency during the service period, the COR will contact the Contracting Officer for appropriate action under the Inspection clause.

23. ON SITE CONTACTS

The following are designated contact personnel between the US Embassy and the contractor

Electrical Foreman: Faiyaz Khan (679) 7725761, email: khanmf@state.gov

Generator Technician: Sakiusa Tuitavua (679) 7728036, email tuitavuas@state.gov

24. SUBMISSION OF INVOICES

The Contractor shall submit an invoice after each preventive maintenance service has been performed. Invoices must be accompanied by a signed copy of the Maintenance Checklist for the work performed including inventory of expendables and spare parts including parts replacement and break down calls, if any. No invoice for preventive maintenance services will be considered for payment unless accompanied by the relevant documentation.

The Contractor should expect payment 30 days after completion of service or 30 days after receipt of invoice at the Embassy's payment office, whichever is later. Invoices shall be sent to:

AMERICAN EMBASSY

FMO

U.S. Embassy Suva,

158 Princes Road

Email: suausembbilling@state.gov

Exhibit A - - SCOPE OF WORK (SOW)

SCOPE OF WORK - GENERATOR PREVENTIVE MAINTENANCE

Contractor shall provide all materials, supervision, labor, tools and equipment to perform preventive maintenance. All personnel working in the vicinity shall wear and /or use safety protection while all work is performed. Any questions or injuries shall be brought to the attention of the Post Occupation Safety and Health Officer (POSHO). Material Safety Data Sheets (MSDS) shall be provided by the Contractor for all HAZMAT materials. Copies will be provided to the COR for approval. If any discrepancies are found with the generator system that are not covered under this scope of work, then the contractor must provide the following:

- a. Detailed report noting the discrepancy found.
- b. Bill of Materials (BOM) to include component name, quantity, part #, and price for any repair material required and material lead time.
- c. Price quote for repair labor.

At a minimum, the following work must be done:

A. CHECKLIST

1. Conduct visual check around the generator.
2. Check the battery's liquids specific gravity, do battery load test, add battery liquid if necessary.
3. Clean battery terminals and lugs (apply grease on terminal connections).
4. check and adjust tension on all V and fan belts, as required.
5. Check all V and fan belts, make sure there are no hair cracks on the belts, replace as needed.
6. Check fuel tanks to make sure full and treat the fuel as needed.
7. Open fuel filter drain cocks. Drain water and sediment.
8. Check the fuel day tank, drain the water separator filter. Drain water and sediment.
9. Drain condensate from exhaust condensate trap.
10. 10Turn off the generator circuit breaker and run the generator unloaded for 15 minutes. Check the generator for unusual conditions, such as: excessive vibration, excessive black or white smoke. The following indicators also need to be checked while the generator is running oil pressure gauge, water temperature gauge, fuel pressure gauge, RPM indicator, volts; amps; and frequency indicators. Verify all in normal condition.
11. Start unit and run under load for 1 hour.
12. Read and record all gauges/meters (adjust/calibrate as required)
13. Check exhaust for excessive black or white smoke. (See manufacture's manual)
14. Check turbocharger for vibrations, check for any abnormal noise during operation.
15. Check air box drain tubes for excess fuel or oil blow-by.
16. Check generator bearing for noise and overheating. Check to ensure proper oil flow in sight glass.
17. Check exhaust manifold, muffler, and piping for leaks and secure mountings

18. Check fuel day tank for overheating.
19. Check engine fuel pressure gauge (replace secondary filter if below 45 PSI).
20. Check fuel pressure gage. If red, change fuel filter.
21. Perform any additional maintenance tasks as recommended in the manufacture's operation and maintenance manuals.
22. Test engine auto-shutdown components.
23. Change the fuel filters, if differential is 15 PSI or 105 kPa.
24. Clean air filter element, check and clean air box drain tubes and canisters.
25. Clean fuel filters and elements. (can type - refill with clean fuel oil)
26. Clean and lubricate linkage and end bearings.
27. Inspect all fuel, oil, and water piping for secure mounting.
28. Inspect exhaust piping and muffler insulation.
29. Check all indication lights, replace any defective bulbs.
30. Perform any additional maintenance tasks that may be recommended in the manufacture's operations and maintenance manuals.
31. With the engine running and the generator circuit breaker open:
32. Jumper water temperature switch
33. Jumper oil pressure switch
34. Jumper over-speed switch
35. Each time the switch is "jumpered," the engine should stop and the corresponding failure lamp should illuminate. Reset the shutdown mechanisms after each test.
36. Simulate and check all the alarm codes at the Remote Annunciator panel.
37. Check and clean Remote Start panel.
38. Inspect and test run the Genset remotely.
39. Fill out maintenance checklist and report deficiencies.
40. Submit Service Inspection and Test Report.

Appendix A Generator Inventory

Property ID	Legacy Location	Manufacturer
98601 - Residential	BY THE SIDE OF THE PROPERTY	CATERPILLAR
98627 - Residential	ON THE SIDE OF THE PROPERTY	CATERPILLAR
98641 - Residential	AT THE FRONT OF THE PROPERTY	CATERPILLAR
98631 - Residential	BY THE SIDE OF THE PROPERTY	CATERPILLAR
98649 - Residential	BY THE FRONT OF THE PROPOERTY	CUMMINS
98644 - Residential	BESIDE THE GATE	CUMMINS
98646 - Residential	BESIDE THE GARAGE	CATERPILLAR
98616 - Residential	AT THE FRONT SIDE OF THE PROPERTY	CUMMINS
98602 - Residential	AT THE SIDE OF THE RESIDNECE	Cummins
98656 - Residential	AT THE SIDE OF THE RESIDNECE	CUMMINS
98654 - Residential	BESIDE THE GARAGE	PERKINS
98655 - Residential	BESIDE THE GARAGE	CARTERPILLAR
98658 - Residential	BACK OF THE RESIDENCE	DENYO
98659 - Residential	BESIDE THE DRIVEWAY	CUMMINS
98662 - Residential	BESIDE THE DRIVEWAY	CUMMINS
98657 - Residential	AT THE BACK OF THE RESIDENCE	DENYO
98604 - WAREHOUSE (ICASS)	BESIDE THE WAREHOUSE DRIVEWAY	CUMMINS
98671 - Residence	IN THE FRONT YARD	CARTERPILLAR
98676 - Residential	BESIDE THE DRIVEWAY	CARTERPILLAR
98667 - Residential	BESIDE THE DRIVEWAY	CUMMINS

END OF SOW

Appendix B Residential Preventive Maintenance Check list

- Conduct visual check around the generator.
- Check the battery's liquids specific gravity, do battery load test, add battery liquid if necessary.
- Clean battery terminals and lugs (apply grease on terminal connections).
- check and adjust tension on all V and fan belts, as required.
- Check all V and fan belts, make sure there are no hair cracks on the belts, replace as needed.
- Check fuel tanks to make sure full and treat the fuel as needed.
- Open fuel filter drain cocks. Drain water and sediment.
- Check the fuel day tank, drain the water separator filter. Drain water and sediment.
- Drain condensate from exhaust condensate trap.
- Turn off the generator circuit breaker and run the generator unloaded for 15 minutes. Check the generator for unusual conditions, such as: excessive vibration, excessive black or white smoke. The following indicators also need to be checked while the generator is running oil pressure gauge, water temperature gauge, fuel pressure gauge, RPM indicator, volts; amps; and frequency indicators. Verify all in normal condition.
- Start unit and run under load for 1 hour.
- Read and record all gauges/meters (adjust/calibrate as required)
- Check exhaust for excessive black or white smoke. (See manufacture's manual)
- Check turbocharger for vibrations, check for any abnormal noise during operation.
- Check air box drain tubes for excess fuel or oil blow-by.
- Check generator bearing for noise and overheating. Check to ensure proper oil flow in sight glass.
- Check exhaust manifold, muffler, and piping for leaks and secure mountings
- Check fuel day tank for overheating.
- Check engine fuel pressure gauge (replace secondary filter if below 45 PSI).
- Check fuel pressure gage. If red, change fuel filter.
- Perform any additional maintenance tasks as recommended in the manufacture's operation and maintenance manuals.
- Test engine auto-shutdown components.
- Change the fuel filters, if differential is 15 PSI or 105 kPa.
- Clean air filter element, check and clean air box drain tubes and canisters.
- Clean fuel filters and elements. (can type - refill with clean fuel oil)
- Clean and lubricate linkage and end bearings.
- Inspect all fuel, oil, and water piping for secure mounting.
- Inspect exhaust piping and muffler insulation.
- Check all indication lights, replace any defective bulbs.
- Perform any additional maintenance tasks that may be recommended in the manufacture's operations and maintenance manuals.
- With the engine running and the generator circuit breaker open:
 - Jumper water temperature switch
 - Jumper oil pressure switch
 - Jumper over-speed switch

- Each time the switch is “jumped,” the engine should stop and the corresponding failure lamp should illuminate. Reset the shutdown mechanisms after each test.
- Simulate and check all the alarm codes at the Remote Annunciator panel.
- Check and clean Remote Start panel.
- Inspect and test run the Genset remotely.
- Fill out maintenance checklist and report deficiencies.
- Submit Service Inspection and Test Report

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Technician Name

.....
Signature

.....
Date

.....
PID #

Company Stamp